Lisa Leung

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EDUCATION

Carnegie Mellon University   Pittsburgh, PA

Bachelor of Science in Information Systems | GPA 3.47/4.0   May 2023

Pursuing: Human-Computer Interaction, Technical Writing & Communications.

Certifications: AWS Certified Cloud Practitioner (August 2021).

Relevant Coursework: Management Consulting, Data Science, Data Structures, Usable Privacy and Security, Design of AI Products and Services, Databases, Team Dynamics and Leadership, Cognitive Psychology.

SKILLS

Computer: Python, Java, HTML, CSS, Javascript, jQuery, Git, SQL, XML, MongoDB, UML.

Software: Figma, Adobe XD, Photoshop, Illustrator, Bootstrap, Jupyter Notebook.

UI/UX: User-Centered Design, User Interviews and Testing, Wireframing, Grid Design, Matchmaking.

Writing: Technical Documentation, Information Architecture, Memos, Visual Communication, Proposals.

PROJECT EXECUTION EXPERIENCE

Technical Writing Intern   **June – August 2021**

Amazon Web Service (AWS) - QuickSight Documentation Team   *Seattle, WA*

- Created an immersive walkthrough for QuickSight Q in XML, to be released for public documentation https://docs.aws.amazon.com/quicksight/latest/user/welcome.html.
- Showcased key functions by collaborating with the service team and abstracting machine learning concepts.
- Created a Q Topic in QuickSight, a tool using natural language processing, deep learning, and voice design.
- Developed a sample relational database model and generated sample data (75k rows) with trends and traffic to simulate business intelligence analytics.

Design and Development Volunteer   **April – June 2021**

re:Bloom - Royally Fit Team   *Pittsburgh, PA*

- Led the redesign and redevelopment of a website for a small business using Shopify, Bootstrap, and Figma.
- Conducted user testing and interviews to improve the business' online presence with data-driven decisions.
- Virtually collaborated with the client to create a brand kit and develop a marketing strategy with SEO.

Project Lead - Course Project   **March – April 2020**

Assistant in Gmail   *Carnegie Mellon University*

- Collaborated in a team of 5 to design an adaptive user interface (AUI) opportunity in Gmail to reduce time spent searching for meeting-relevant emails by approximately 20% and increase potential data collection.
- Implemented design patterns to repair inference errors and ensure consistency with the Google Suite.
- Facilitated team through multiple pivots to ensure that it would be necessary and marketable to customers, as well as feasible to implement.

RESEARCH EXPERIENCE

Contributor   **May 2020 – Present**

Oppenheimer Lab   *Carnegie Mellon University*

- Collaborated on a cognitive psychology project to determine psychological barriers to PPE usage by implementing a driving simulator experiment and work safety experiment.
- Researched, acquired, and programmed a driving simulator for experimental environments to test subjects.
- Maintained technological needs for the lab through communicating with the vendor and updating software.